THE MESSENGER COMMUNICATION PLAYBOOK

The ultimate guide for successful communication via WhatsApp & co.
I don’t need to prove to anyone that chatting via WhatsApp and Co is one of the most popular forms of communication of our time - one look at your own mobile phone and the usage of WhatsApp underlines it.

If we all prefer to chat in private rather than on the phone or write e-mails, why do companies find it so difficult to offer this channel?

How can companies talk about customer centricity or personalization and still offer service as they did 30 years ago? It has been proven that companies with good service and an innovative image achieve higher customer loyalty and thus more turnover at lower costs.

The situation is similar in marketing. The time of the market criers is over, propagated the Cluetrain Manifesto in as early as 1999. However, a real dialogue between companies and customers is yet to take place even today.

All this, and much more, is what messaging apps can do for companies!

We hope the following pages of our Playbook will motivate and inspire you to use messaging apps for your business. We'll give you useful hacks, support you with statistics and arguments, and let many successful MessengerPeople have their say.

Have fun reading, understanding & being amazed!

Matthias „Messenger Matze“ Mehner
Messaging apps are COMMUNICATION CHANNEL #1

Monthly Active User in Millions

- WhatsApp: 2,000
- Facebook Messenger: 1,300
- Weixin/WeChat: 1,203
- QQ: 694
- Telegram: 400
- Snapchat: 398

Sources: Facebook | Statista | Adzine | Hootsuite | we are social | Similarweb
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Welcome to the Age of Conversational Commerce

Conversational means conversation, i.e. the conversation between customer and company. We know conversational from language assistants like Alexa or Siri. But also the written word, for example a chat via WhatsApp or with a chatbot is a part of it.

In the past, in the corner shop, this conversation between customer and company was quite normal. The Internet changed everything! There is hardly any consulting, the possibility of contact with a service agent is mostly hidden! The only way to sell is through price - a battle that no company can win in the long run!

Messaging apps are front ends, like apps and websites, but with reduced interfaces.
I now have to do conversational marketing and conversational commerce instead of scrolling and clicking.«

Martin Sinner
Founder idealo.de

Messaging apps now bring the best of the corner shop and the online store together! Direct access, feedback and personal advice determine the future - the age of Conversational Commerce!
»Messenger communication brings the best of two worlds together.«

Markus Gehring
Chief Digital Officer
TUI Deutschland
WHATSAPP & co along the entire CUSTOMER JOURNEY

Marketing
Newsletter, Lead Generation & Conversational Marketing

Consulting
Digital, personal consulting via chat, chatbot and with multimedia

Order
Quickly and directly take up and process the wishes of the customer

Payment
Apple Pay, Facebook Pay and soon: WhatsApp Pay

Delivery
Package tracking, payment reminder or boarding pass directly to the lock screen via WhatsApp notification

Customer Service
Be there for customers faster, more efficiently and more personally! With the help of chatbots 24/7

Loyalty
Cash-back, up-selling and support for the best customers!

Recommendation
25% more positive feedback and recommendation. At 86% the most popular channel in NPS

Recommendation
25% more positive feedback and recommendation. At 86% the most popular channel in NPS
WhatsApp is their preferred communication channel.
Chatting is fast, direct & already known.
Conversations can take place exactly when it is convenient.
They will receive a quick and direct answer.
The chat can be started on the desktop in the office and continued in the train on the smartphone.
It is easy to send multimedia content like videos, pictures or voice messages.
Should a question arise later, both the contact and the dialogue are still available.

Customer Service / Consulting: 78%
Newsletter / Information: 66%
Offers / Promotion / Discounts: 70%
That’s Why You as a Company Want WhatsApp & Co

**✓ Reach**
You use an app that over 2 billion people have already installed.

**✓ Efficiency**
You answer inquiries on average 60% faster than by phone or e-mail.

**✓ Automation**
Through automation you save up to 80% more effort.

**✓ Costs**
You save the costs for expensive call centers and old CRM systems!

**✓ Customer Relationship**
You enjoy customer communication without shitstorms, trolls and with much more honest feedback.

**✓ Employees**
Your service employees are happy – because customer contact via WhatsApp is much more positive and motivating.

**✓ Loyalty**
As part of the WhatsApp contact list, you are part of the inner circle of your customers.

**✓ Success**
Your customers are happy, your Net Promoter Score increases and your company becomes a complete success!

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Advantages of messaging apps identified by companies

- **Easy to use / Few hurdles**: 60%
- **Accepted by consumers**: 47%
- **High automation**: 47%
- **Wide reach**: 40%
- **Scalability**: 33%
- **Low cost**: 30%
〉 **Average Handling Time (AHT)**
Customers want fast solutions. Therefore the whole time from the first “Hello” to the final solution is as important as the time until the first answer.

〉 **Service Level**
How many requests do companies answer within a defined period of time? This is called the service level KPI in customer service.

〉 **Customer Effort Score (CES)**
The customer service key figure that indicates how quickly and easily customers can describe their problem and solve it with the service.

〉 **Cost per Contact**
Every contact with the customer requires resources. The aim in customer service should be to keep this figure as low as possible while maintaining the same level of customer service quality.

〉 **Conversion Rate / Up & Cross Selling**
This key figure shows what percentage of the customers advised will later buy a product or book a service.

〉 **Customer Satisfaction Score (CSAT)**
The CSAT scale can consist of regular numbers, but also of stars, smileys, unicorns, etc. With this you directly ask your customers to rate their satisfaction.

〉 **Net Promoter Score (NPS)**
What is the probability that your customers will recommend you to others?
Top KPIs Thanks to Messenger Communication

Our experience from 5 years of messenger communication with more than 2,000 companies from a wide range of industries provides valid statements about what level of success is possible with WhatsApp & Co.

<table>
<thead>
<tr>
<th>KPI</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Faster Clarification</td>
<td>60%</td>
</tr>
<tr>
<td>Higher Service Quality</td>
<td>80%</td>
</tr>
<tr>
<td>Lower Costs</td>
<td>75%</td>
</tr>
<tr>
<td>Better Reviews</td>
<td>80%</td>
</tr>
<tr>
<td>Higher Recommendation Rate</td>
<td>79%</td>
</tr>
<tr>
<td>Greater Willingness to Buy</td>
<td>53%</td>
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»We are recording noticeable increases in sales with our messenger service.«

Thomas Zeitz
Managing Director
TONEART
MESSENGER COMMUNICATION INNOVATORS

The most successful cases among MessengerPeople customers

E-Commerce · Car Dealer · Energy Provider · Retail · B2B · Insurance · Public Sector · Media
Messenger Communication in E-COMMERCE

With online shopping, customers can compare prices and products in just a few clicks. Here it is difficult for a company to stand out from the crowd. A real USP can be personal advice and fast service via messaging apps.

Other expectations of e-commerce customers, such as omni-channel ordering options, simple returns processing, more flexible deliveries, speed or even real-time tracking, can also be better met thanks to Messenger Communication.

WhatsApp & Co is thus the channel to support important KPIs, especially in e-commerce:

› **Increase Conversion**
  On average, customers who are advised via WhatsApp & Co are 33% more likely to make a purchase.

› **Fewer Abandoned Purchases**
  For ca. 70% of customers, complicated payment options lead to a purchase cancellation. Messenger payment prevents this.

› **Speed**
  With WhatsApp & Co, customer queries can be answered on average 30% faster.

› **Easy Automation**
  By using virtual assistants in support, up to 80% effort can be saved.

› **Better Service, Lower Costs**
  Returns can be handled faster or even avoided via multimedia content.

› **Cross Selling & Up Selling**
  Through personal and individual advice, additional offers can be better sold.
»With WhatsApp, we can quickly find a solution for complaints and avoid returns – a great economic advantage.«

Harald Goßler
Head of Customer Services
hessnatur
Customers text the chatbot regarding who they are looking for a gift for – whether their mom, dad, boyfriend or girlfriend – and Willi then sends matching gift ideas via WhatsApp with a direct link to the online store.

To further encourage purchases in the spirit of conversational commerce, the chatbot automatically offers the Wish Express option and a voucher.

SOLUTION

With the chatbot builder which is integrated in the MessengerPeople software solution and a short training session, Wish was able to set up “Willi” their advice chatbot on WhatsApp within a few days. The Marketing Manager was able to set up the chatbot without any programming knowledge or additional IT resources. After one week, 5,000 products were already integrated into the chatbot.

CHALLENGE

About 2 million articles are sold via Wish every day. Especially at Christmas time, there is a great surge in number of customers looking for gifts. Hence, Wish was motivated by the idea of a Christmas chatbot to manage these customers better, and contacted MessengerPeople.

Our WhatsApp chatbot was live in less than 3 days.«

Stefanie Kunze › Marketing Manager DACH
With the ticket system of MessengerPeople that is specially developed for WhatsApp service, the team answers the numerous requests efficiently on desktop with several agents at the same time.

MissPompadour has allocated a team of 11 employees from Monday to Saturday to answer the questions. A lot of effort at first, but much more efficient and successful than service via telephone or e-mail.

MissPompadour is a medium-sized online paint retailer that initially communicated with its customers via a private WhatsApp number. The daily 500 customer inquiries received were no longer manageable with the private WhatsApp channel. The WhatsApp Business App was also unable to meet the requirements for scalable customer communication via WhatsApp.

The company decided to move to the WhatsApp Business API. Within two weeks, the team moved its service to MessengerPeople’s Messenger Communication Platform with the WhatsApp Business API.

For MissPompadour, WhatsApp is the perfect consulting channel and thus an important building block in their conversational commerce. Customers can send and receive photos and videos and thus be advised quickly and easily.

SOLUTION

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90% conversion rate
>500 requests per day
Successful conversational business

SOLUTION

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For MissPompadour, WhatsApp is the perfect consulting channel and thus an important building block in their conversational commerce. Customers can send and receive photos and videos and thus be advised quickly and easily.
BRILLE24

The service offer is very well accepted across all age groups. We have **doubled our user numbers within one year.**«

Andreas Sobing › Head of CRM

**1,200 requests** per month

**85% click rate** on product recommendations

**Fewer returns** through multimedia consultation

**CHALLENGE**

At Brille24 - the German equivalent of Glasses24.com - customers have more than 4,000 models of glasses to choose from.

With such a large selection, however, customers sometimes find it difficult to make a decision and they want personal advice like in a store.

**SOLUTION**

In order to offer its customers personal, yet uncomplicated advice without waiting in line or e-mail ping-pong, Brille24 uses WhatsApp, Facebook Messenger and Telegram.

Via messaging, employees clarify product enquiries, arrange appointments for an eye test or give style advice.

Customers send a picture of themselves without glasses. Based on the customer’s preferences, a product recommendation is made and a link to the eyewear model from the shop is sent by WhatsApp message. This can be used to order directly.

All requests, no matter from which messaging app they are managed by the Brille24 team via the specially developed ticket system of the software solution of MessengerPeople.

It is no problem to send pictures, perceived images or links.

With a customer profile and a fully traceable chat history, the customer service employee always has an overview and can react quickly and adequately, even if he takes over a request from a colleague.
For first level support, the Women’s Best team uses a virtual assistant via the Messenger Communication Platform’s Chatbot Builder. Set up without any programming knowledge, it queries initial important information such as language, contact data or order number. Individual consultation then takes place via a customer service employee.
Through the WhatsApp channel, we are closer to our customers than any major sporting goods manufacturer.

Matthias Leibitz  CEO & Co-Founder

Strong customer loyalty

50% of all inquiries handled by the chatbot

High retention rate

CHALLENGE

Being close to the customer – this is the top priority of goalkeeper glove manufacturer T1TAN, selling mainly in the US and German market.

With this service idea in mind, the team always wants to offer its customers exactly the communication channel they use the most.

SOLUTION

In 2018, the company launched WhatsApp newsletters. However, it soon became apparent that customers are also increasingly seeking to proactively communicate with the team via WhatsApp.

Together with MessengerPeople, the T1TAN Messenger Service ran over the WhatsApp Business API in a few days.

One person at the T1TAN team is responsible for answering all customer enquiries received via WhatsApp using the MessengerPeople software solution.

Customers can ask all questions about orders, returns, and also about the daily routine of a goalkeeper – how do I maintain my gloves, how can I become an even better goalkeeper.

A chatbot helps to improve processes and efficiency by answering the questions. The chatbot takes care of FAQs from customers – in German and in English.

It automatically provides customers with the latest information on product launches, care instructions or online fitness training.
The new **WhatsApp shopping experience** is so easy! Just choose, select, place your order and pay.«

Jayesh Kharva › Khimji Ramdas Information Systems

**Challenge**

Khimji Ramdas is a leading company in the Sultanate of Oman, representing more than 100 leading global brands of all kinds for consumer products. The question was how Khimji Ramdas can implement that the products of its various brands could be found and ordered by customers even faster and more up-to-date than before.

**SOLUTION**

Khimji Ramdas has chosen a WhatsApp shopping chatbot, which was realized with the MessengerPeople software. The bilingual bot can provide customers 2,000 products to purchase based on an underlying data model. Therefore customers can search for a product by product ID in WhatsApp. The chatbot supports and guides them through the purchase process.

The WhatsApp Shopping Bot is not only used for direct sales but also for a more efficient customer service and a more customer centric approach in service.

The digital shopping assistant suggests products to customers, informs them about prices and records all necessary information for an order. In case of special queries, an employee of Khimji Ramdas contacts the customer personally.
After solving the problem iRobot takes care of the quality assurance and asks if the customer wants to evaluate the conversation.
Online shoppers want SERVICE AND ADVICE via WhatsApp

For what purposes would you like to chat with an online store using WhatsApp?

- Advice on Products: 40%
- Customer Service & Complaints: 65%
- Order Status Query: 50%
- Latest Offers & Discounts: 34%
- Placing an Order: 28%

Source: MessengerPeople survey 08/2020 by appinio
Many car dealers already offer their customers a digital information service. But their service is often still very analogue. In the car dealership, this results in a high volume of calls and often unnecessary waiting times for the customer. Messaging apps like WhatsApp can help here.

Use cases, how car dealerships can use messaging apps:

› **Making an Appointment**
  Completely without a waiting loop or callback by including WhatsApp notifications for appointment reminder.

› **Test Drive Management**
  Thanks to chatbots, all relevant information from the customer can be available in a few minutes.

› **Purchase Advice**
  From car configurators to individual consultation with the use of videos, photos, etc.

› **Workshop Service**
  Repair status update and reminder for inspection via push notification.

› **Breakdown Service and Damage Reports**
  Customer can easily report via photo and video.
»Our service quality has improved noticeably with the WhatsApp service.«

Albert Rösch
Head of Service Consulting
BMW Branch Office Munich
With the MessengerPeople solution, the connection between the WhatsApp Business API and the BMW tracking system was end-to-end and successful. Customers can now query the repair status with a WhatsApp message. BMW can also send automatic updates and request customer consent for work on vehicles. BMW automatically records this information via the internal tracking system "Follow Now". For BMW it was therefore only logical to automate the status information to the customer.

**CHALLENGE**
The BMW branches receive numerous enquiries about the repair status of cars or appointments every day. The call centre records the callback request and reports it to the service consultant, who calls the customer back. This procedure causes high costs and delays communication.

**SOLUTION**
BMW automatically records this information via the internal tracking system "Follow Now". For BMW it was therefore only logical to automate the status information to the customer. BMW initially experimented with an app but only a few customers were willing to download an app for the one-time status query. Therefore, the car manufacturer switched to WhatsApp - which virtually everyone has on their smartphone.

**The number of recall requests has fallen massively.** Status requests by telephone are almost at zero.«

Albert Rösch  
Head of Service Consulting

- **60% fewer callbacks**
- **Over 90% recommendation rate**
- **80% of all requests answered by chatbot**

With the MessengerPeople solution, the connection between the WhatsApp Business API and the BMW tracking system was end-to-end and successful. Customers can now query the repair status with a WhatsApp message. For more complex queries, service staff provide customers with the necessary information in real time via chat. BMW can also send automatic updates and request customer consent for work on vehicles.
Industry Solution

Lucky: The Car Dealer’s Chatbot

The Messenger Chatbot enables car dealerships to use WhatsApp & Co as a service channel quickly, efficiently and in compliance with GDPR.

Lucky answers the most common customer enquiries in the car dealership automatically. He learns, works even on weekends, greets returning customers in a friendly manner and if he is at a loss he hands over to a human colleague.

Lucky can do these tasks:

› Query of personal data, number plates and mileage
› Breakdown service and damage report via photo and video
› Appointments
› Handling of cost-release processes
› Transmission of repair status
› Answering FAQs such as opening hours or directions
Public utilities and energy suppliers face the challenge of standing out in the tough price war and at the same time mapping processes as cost-efficiently as possible.

With services via WhatsApp & Co, energy companies can gain competitive advantages in several respects:
They can offer their customers up-to-date service, as well as save costs through automated processes.

Use cases, how the energy industry can use messaging apps:

› **Reading the Meter Reading**
  Customer transmits meter reading by text message or photo. This data is automatically transferred to the CRM.

› **Error Messages via WhatsApp Notification**
  If the customer has registered for the service, he receives error information directly via push message.

› **Customer Service**
  Personal advice on contracts and tariffs in a personal dialogue via an 1:1 chat.

› **Chatbots for Standard Processes**
  Collect data updates and meter readings via a simple chatbot.
>Communication via WhatsApp saves unnecessary processes and therefore costs.<<

Stefan Gehrig
Customer Service Manager
Harz Energie
Customers send us their meter readings via WhatsApp. This is simple, fast and convenient for all parties involved.«

Stefan Gehrig > Head of Customer Service

4,100 requests per year
85% customer satisfaction
~1 hour response time for WhatsApp requests

Challenge
As a regional energy provider, Harz Energie supplies more than 135,000 customers with electricity, natural gas and drinking water. The energy provider has been relying on e-mail and live chat for customer service. However, the company wanted to make its service even more efficient and user-friendly.

Solution
WhatsApp proved to be an exciting channel for Harz Energie, as other utilities were already successfully using WhatsApp with MessengerPeople. Today, Harz Energie covers a wide range of enquiries via WhatsApp - from queries from new customers and concerns from existing customers to general information on pricing or opening hours.

In order to manage the whole process efficiently, the energy supplier uses the Messenger Communication Platform’s wide range of automation options: from an individual customer approach to the possibility of sending messages to process invoices, meter reading transmission or handover protocols fully automatically via chatbot.

A decisive advantage of WhatsApp proved to be that customers can easily send a photo of their invoice, proof of payment or meter reading. Harz Energie can receive these centrally and they can be stored via an interface to the system without manual effort.
WhatsEnergy offers – especially for energy suppliers and municipal utilities – the first AI solution for meter reading via messaging apps such as WhatsApp.

The industry solution saves time and money and supports the automation of common customer service tasks.

**How WhatsEnergy works**

- Customers simply send a photo or a message to the energy supplier via the messaging app
- MessengerPeople technology uses artificial intelligence to recognize the data in the photo
- Data then enters the energy supplier’s system fully automatically!
- Connectable to any system
- Data is automatically entered for plausibility checks
- In addition, end customers can easily make enquiries via messaging chat
In retail, whether it is a drugstore chain, owner-managed fashion shops or large department shops, two decisive challenges are faced.

The first is that, online retailing is growing steadily, making it easy for customers to buy anything online. Second, stationary retail must offer new and existing customers a contemporary customer experience.

WhatsApp & Co can bridge the gap between stationary and digital customer interaction and thereby specifically promote sales.

Use cases, how retail can use messaging apps:

› **Digital Service with Drive-to-Store Mechanics**
  Customers can receive personal digital advice and buy goods in store when they have decided.

› **Customer Service at the Point of Sale**
  Via a chatbot, the customer can easily request information about products in the store using WhatsApp.

› **Appointment Management**
  If on-site consultation is necessary, the appointment can be easily arranged via messaging chat.

› **Availability Check**
  Customer can check from home or in the shop via WhatsApp whether or when the desired product is available.
Almost every enquiry via WhatsApp & Co. is followed by a visit to one of our stores.

Kerstin Marci
Marketing Manager
INTERSPORT
With the help of MessengerPeople’s software solution, several stores communicate with customers easily and via all relevant messaging apps, especially WhatsApp. The employees work together in defined roles and efficiently as a team via a platform.

**SOLUTION**

INTERSPORT Hübner customers can use the service via messaging apps to find out about interesting products in advance and then make a decision in the shop on site. The team can answer customer enquiries synchronously and asynchronously and thus does not lose any chance to advise customers personally.

The team uses chat to answer all questions regarding the product range, availability, services, customer orders and much more.

**CHALLENGE**

Employees in local stores of the largest medium-sized network in the global specialist sports trade are often very busy during shop hours. Hence, it is not possible for them to look after all customers on site or answer every telephone call or e-mail. INTERSPORT Hübner, however, wants to advise its customers as personally and directly as possible and thus strengthen customer loyalty.

**400 requests**

**90%**

**Strong**

**in-store conversion**

**customer loyalty**

**For us, the advantage of WhatsApp & Co is above all the low entry hurdle and the possibility of individual chats with customers.**

Kerstin Marci › Marketing Manager
1. Quality
   Use the possibility of asynchronous communication to forward the customer enquiry to the appropriate consultant.

2. Speed
   Customer enquiries should be answered within 24 hours to ensure quality of service.

3. Integration
   WhatsApp & Co should be integrated into the existing customer service structure.

4. Tonality
   Make yourself accessible as a company. You communicate on the same channel as family and friends.

5. Media
   Use multimedia content to answer complex questions better and faster.

6. Automation
   80% of customer enquiries are repeated. Chatbots offer help here. If things get more complicated, a human agent takes over.

7. Feedback
   More than just complaint management. Survey your customers regularly and find out their expectations.

7 Hacks for professional customer service via WhatsApp & Co
Messenger Communication in B2B

Communication between business partners via WhatsApp & Co is also becoming increasingly popular. B2B companies are also faced with the challenge of offering particularly personalized advice and strengthening customer loyalty, and that too 100% GDPR compliant.

Messaging apps can support communication in a target-oriented way. Business relationships are strengthened by personal individual contact and direct sales can be promoted. In addition, business partners can make enquiries easily via smartphone and receive fast and direct answers.

Use cases, how B2B companies can use messaging apps:

› Push Messages (WhatsApp Notifications)
  Customers receive appointment reminders, order confirmations or delivery status via messaging app.

› Order Option
  Customers can order directly via chat message or receive an instant link to the desired product.

› Product Advice and Introduction
  With WhatsApp & Co any format can be used and complex products can be explained more clearly.

› Partially Automated Customer Service
  A first-level chatbot queries all relevant data and enables employees to respond to customers quickly and individually.
The great advantage of WhatsApp is that it can be used directly in the field without any problems.«

Oksana Chitos
International Coordinator
Südzucker AG
The new communication channel was so well accepted that the service team received a large number of messages soon after launch. This was handled by setting up a virtual assistant – implemented with the Chatbot Builder of MessengerPeople. This simplifies the processing of requests and farmers are helped without delay.

**SOLUTION**

The focus of the implemented messenger service is on advising and informing farmers directly while working in the fields, and also on the exchange of information.

With the Messenger Communication Platform, Südzucker is able to set up the messenger service in such a way that each farmer has direct contact with his representative in his region. In contrast to telephone support, the 1:1 chat offers the company the opportunity to provide immediate and mobile practical and personal advice to its suppliers.

**CHALLENGE**

Südzucker AG is the world’s largest producer of sugar for industrial and private use. Good B2B communication with the farmers who grow the sugar beets for them is of great importance for its business. How can this communication be most convenient for the farmers who work in the fields – as well as more direct and mobile?

**SOLUTION**

The new communication channel was so well accepted that the service team received a large number of messages soon after launch.

This was handled by setting up a virtual assistant – implemented with the Chatbot Builder of MessengerPeople. This simplifies the processing of requests and farmers are helped without delay.

**200 new users per week**

**80% of requests answered by chatbot**

**WhatsApp became channel No. 1**

» We can make up-to-date information available to our partners more quickly and provide cultivation advice more efficiently.«

Oksana Chitos › International Coordinator

» We can make up-to-date information available to our partners more quickly and provide cultivation advice more efficiently.«

Oksana Chitos › International Coordinator
We record noticeable increases in sales with our messenger service.«

Thomas Zeitz › Managing Director

24/7 customer service with chatbot
Scalable customer service
Increase in turnover through direct sales

CHALLENGE
TONEART, an online shop for professional camera technology, records 30,000 visitors on its website every month. Due to the complexity of the products, many people call for enquiries. Requests cannot always be answered immediately. In addition, employees must also frequently answer recurring enquiries. This procedure causes high personnel costs and inefficient work.

With the use of messaging apps like WhatsApp or Facebook Messenger, TONEART enables its customers to contact them at any time in an uncomplicated way. Service staff can take care of the processing of the request with a short time delay or the chatbot answers simple questions immediately. The virtual assistant accesses the database directly or guides the customer to the relevant website.

The leasing process for camera equipment also runs via the chatbot and accelerates this process.

Complicated questions from customers are distributed via the ticket system of the MessengerPeople solution to TONEART specialists, who then communicate with the customers in a direct chat. This saves time and leaves a professional impression on the customer.

With the possibility to send pictures, data sheets and instant links in the chat, TONEART can provide its customers with the relevant information that is a deciding factor for a purchase.
»Through asynchronous communication we see an increase in the efficiency and productivity of customer service.«

Lukas Ratschke › Head of Project & Innovation Management

Increased productivity
High customer satisfaction
Professionalized messenger service

CHALLENGE
Customers of Transgourmet - second largest wholesaler in gastronomy and community catering in Europe, acting globally - cannot accept a considerable time delay. However, when picking up the phone, waiting times often occur or relevant data is not available at that moment. The customer and the productivity of Transgourmet’s customer service suffer due to this.

SOLUTION
Before there was even an official WhatsApp service, Transgourmet customers have been already contacted the team via WhatsApp, using the mobile phone numbers of the employees. This was scalable and even compliant with data protection regulations. Transgourmet therefore decided on a professional solution with the WhatsApp Business API. With the help of the software solution from MessengerPeople, all WhatsApp customer enquiries have since been running via one telephone number and one system, so that all customer chats are centrally secured and everything is 100% GDPR-compliant.

Product information, availability requests, orders, cancellations or general service issues are managed by the WhatsApp service. In addition, image dispatch is ideal for complaints. In contrast to telephone and e-mail, a lot of time is saved here.
Around 60% of Germans book their travel through a travel agency. At the same time, the number of digital offers is rising, which is increasing cost pressure in the tourism industry. With WhatsApp and Co, tour operators, travel agencies and hotels can digitize personal advice and service without sacrificing customer relations and loyalty.

Use cases of how tourism companies can use messaging apps:

› **Individual travel advice**
  Personal advice in 1:1 chat including sending of photos e.g. of the hotel, links or individual offers.

› **Chatbot for travel inspiration**
  Chatbot automatically asks customers for travel wishes and suggests first offer before a consultant takes over.

› **Travel information via WhatsApp notification**
  After booking, customer receives booking confirmation, real-time flight information, etc. via WhatsApp.

› **Advice during vacation**
  Vacationers can ask for tips on activities or similar queries via WhatsApp and receive exclusive offers.

› **Cross- & Upselling**
  Direct contact with the vacationer before, during or after the vacation offers opportunities to sell additional services or offers.
»A phone call takes about 5-10 minutes, a WhatsApp request takes only 2-3 minutes. This increases our efficiency a lot.«

Christian Sroka
Head of Marketing
Heimathafen Hotels
When processing enquiries, TUI uses an FAQ chatbot in the first step, which answers the most important questions immediately. A great help especially in the Corona pandemic!

But even customers who are only looking for inspiration, first get help from the chatbot and receive appropriate information. If it becomes more specific, the TUI employees take over and provide individual advice and offers.

This service via WhatsApp enables TUI to handle several customer concerns in parallel and to process the volume of enquiries more efficiently.

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This service via WhatsApp enables TUI to handle several customer concerns in parallel and to process the volume of enquiries more efficiently.
The reservations team manages the enquiries via WhatsApp centrally for all 5 hotels. A team of 10 employees answers incoming enquiries as individual agents in the Messenger Communication Platform and are supported by the chatbot. The bot mainly answers recurring questions and thus relieves the customer service team, the email inbox as well as the hotline.

In the meantime, WhatsApp is not only used for classic queries about spa offers or opening hours, but also for booking of rooms or additional services.

**SOLUTION**

With MessengerPeople, Heimathafen has transferred their chatbot from the website to WhatsApp and integrated it like a live chat on the website. This way, the contact remains in the WhatsApp chat history beyond the website visit.

Through the Chatbot Builder, the chatbot could also be optimized so that it hands over to a staff member at the right moment which increases the quality of service.

**CHALLENGE**

The Heimathafen Hotels Group receives numerous e-mail enquiries every day. They wanted to reduce this effort and used a live chat option on their website. However, this live chat including a chatbot on the website did not provide a satisfactory solution, especially because the chatbot did not hand over to the human employee at the right time.

**60% of all enquiries answered by the chatbot**

**WhatsApp most popular customer channel**

**Over 50% less processing time per request**

»The WhatsApp service takes a lot of **work off our shoulders** in day-to-day work.«

Christian Sroka › Head of Marketing
In addition to the increase in number of insurance companies, there are also an increasing number of online comparison portals today. Insurance companies not only come under price pressure, but also have to face customers who repeatedly point out problems with accessibility. Messaging apps like WhatsApp can ensure that customer contact is very personal, and much more efficient.

Use cases, how insurances can use messaging apps:

› Customer Advisory Service with First-level Chatbot
  Simple first-level chatbot can capture initial standard data and, on the basis of this input, can already suggest initial products or hand them over to the customer consultant.

› Automated Damage Report
  Customers use WhatsApp & Co to report the damage with pictures. A chatbot asks for all necessary information.

› Reminder Service
  Customers are reminded via WhatsApp notification about tariff changes, contract periods, due dates, deadlines or missing information.

› Simple Exchange of Documents
  Via messaging apps documents such as identity documents, forms etc. can be exchanged easily.
Thanks to the WhatsApp service, our contact with customers is now even better and more effective.

Tobias Rußmann
Founder and managing director
Klaus Versichert
Image and brand awareness are clearly the focus of the WhatsApp service. It is about becoming visible and relevant to young target groups.«

Christian Garrels › Head of Communications

140,000 messages exchanged
20 million impressions in six weeks
Only 35% of conversations about cars

CHALLENGE
The ADAC was founded in 1903 and is the largest traffic club in Europe with 21 million members. It promotes the private and professional mobility of its members and their families. For the ADAC, the question arose on how it could address the younger target group more effectively and create a relation.

SOLUTION
Users can utilize WhatsApp to ask the ADAC all kinds of questions about traveling by car, insurances etc. A community team from the ADAC answers the questions directly and personally in a 1:1 chat with help of the MessengerPeople solution.

ADAC, together with the MessengerPeople partner agency RCKT, created a very unique marketing campaign for the new WhatsApp service which went viral.

The campaign was called Don’t call mum, call ADAC and included YouTube videos, Facebook & Instagram Ads, its own landing page and influencer cooperation.

They received 58,000 messages within six weeks which were handled by 20 ADAC experts, 14 hours per day. Relationship with the target group intensified, also due to the fact that the team answered all questions received from a varied range of topics.
Today, citizens want fast and reliable information from public institutions such as government departments, agencies, offices or state-owned companies.

In general, and especially under the circumstances of high public relevant topics like Covid-19, it became obvious that telephone hotlines are fast overloaded and e-mail and social media doesn’t reach all social classes.

Messaging apps such as WhatsApp are widespread, fast and direct. They are therefore the ideal solution for governments to ensure direct communication with citizens.

Use cases, how public institutions can use messaging apps:

› **Digital consultation hour**
  Citizens can get in touch with the public organization or government in a 1:1 chat for individual concerns.

› **Information Service via Chatbot**
  The chatbot answers all FAQs about the current issue and hands over to a human agent when it cannot answer the question.

› **Information Alert via Notification**
  Citizens can opt-in to receive notifications about really important information.

› **Fact Checking via WhatsApp**
  With the special solution That’sFact from MessengerPeople, companies can run professional fact checking via WhatsApp and thus support their citizens in not spreading false information.
The chatbot can answer FAQs. So we have more time to respond to personal concerns of our citizens.

Alexander Zeyer
Government Spokesman
State of Saarland
Once the garbage has been removed, the customer receives a short message that everything has been cleaned and can rate the degree of cleanliness.

Deutsche Bahn AG

»We get consistently positive feedback on our WhatsApp filthiness reporting.«
Fighting the spread of fake news around Covid-19 and keeping our citizens always informed is the key concept of our WhatsApp chatbot.

Sri KT Rama Rao › Minister for IT, Industries and MAUD

CHALLENGE
There are many uncertainties and questions around the Covid-19 pandemic and the symptoms of coronavirus. The aim of the Telangana State Government is to keep its citizens constantly and accurately informed about the current Covid-19 situation and to fight the spread of fake news around the coronavirus.

SOLUTION
To reach every citizen in the best possible way, the Telangana State Government decided to use WhatsApp. As it was clear that many requests would be received, the government introduced a chatbot at the very beginning.

The chatbot is set-up in English, in the official state language Telugu, as well as in Urdu language. It starts with a simple preset message and opens an extensive menu, informing the user about the current status on Covid-19, lock-down measures by the Telangana State, more details about health facilities and isolation centers, typical coronavirus symptoms and a lot more.

The extensive chatbot was designed and implemented by MessengerPeople. Via the Chatbot Builder integrated in the software, it can be easily adapted at any time.
ThatsFact is a special solution for Fact checking organizations, companies etc to provide a fact checking service to their customers on WhatsApp & Co. It was created as part of a WhatsApp initiative to reduce misinformation on the end-to-end encrypted messaging platform.

The platform enables the team of fact checkers to review links and questions, group them into claims and provide a range of opinions to the public in a scalable and professional way via WhatsApp & Co.

How ThatsFact works

› Fact Checkers receive all WhatsApp messages centrally in one interface
› Every incoming message is qualified by keywords
› Videos and pictures are automatically scanned for their authenticity
› For recurring requests, relevant suggestions for answers are made on previous answers or content previously entered to the research database (e.g. via RSS feeds)
Messenger Communication for MEDIA

For private, public media as well as publishers, every reader counts. Due to the large number of media companies, it is no longer enough just to offer good content. It is also essential to get in direct contact with your readers. With the help of messenger communication, interaction is uncomplicated and above all takes place in a closed room - without trolls.

Use cases, how can Media use messaging apps:

› **Content Generation**
  Readers get the option to send their story ideas, impressions of an occasion or images of an event to the editorial department.

› **Content-on-demand**
  By sending keywords, readers automatically receive the latest news on the topic relevant to them - exactly when they need it.

› **Sweepstakes and interactive Campaigns**
  Readers are invited to enter the competition via an article or radio clip and participate via WhatsApp messages.

› **Fact Checking via WhatsApp**
  With the special solution ThatsFact from MessengerPeople, companies can run professional fact checking via WhatsApp and help their readers to identify false information.

› **Partially Automated Reader Service:**
  Frequently asked questions can be answered by an FAQ bot and chatbots can also be programmed to take care of standard dialogues or pre-qualify readers' requests.

› **Subscriber Service**
  Subscribers can use messaging apps to change their membership, submit address changes or bill queries.
Our subscriber numbers for the messenger service have risen to over 20,000 users within 4 weeks.

Nils Kinkel
Editor and Project Manager
NDR Info Radio
Our WhatsApp service has become a lifestyle. A large part of our audience uses our stock bots to make faster business decisions.

Ankit Dikshit › Digital Marketing & Readers Experience

**WhatsApp News**

*with highest click rates*

**Users read**

*+30 news articles / month*

**+225,000**

*active users*

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**CHALLENGE**

Readers of business news in India have busier schedules and a higher average need for curated content. The objective for Bloomberg Quint was to find a partner who could fit the product needs and deliver a seamless experience for their users to provide them with the right content at the right time.

**SOLUTION**

To fulfill the wishes of their customers with relevant content, Bloomberg Quint together with MessengerPeople developed a real-time financial market information service via WhatsApp. The service provides the user all current news via a keyword search. For example, a user sends the word “Wipro” and receives the latest stock price and other information on Wipro. It gives the reader the possibility to request needed information right at the time he needs it via his favorite communication channel.

The WhatsApp channel is therefore connected with the news database of the media house. Chatbots have been developed for general news as well as for the stock market news. The overall array of features of the MessengerPeople solution made it easy for customization and implementing chatbots.
From private banks, to credit institutions, online banks or brokers – everyone claims customer centricity. In reality, however, banks are increasingly struggling with the closure of local branches, overloaded hotlines and a flood of e-mails. Messenger Communication offers banks an easy way to offer customer-centric service and also digitize their service beyond e-mail support or website contact forms. The use of official messaging app solutions also gives banks the opportunity to offer a messenger service under certain privacy conditions.

Use cases, how can banks use messaging apps:

› **Personal Customer Service**
   Customers can receive personal advice and information without having to book an appointment.

› **Automated financial advice (e.g. loans)**
   In the case of a loan, a chatbot asks the customer the required questions (amount, the term of the loan, etc.). When all questions are answered, the customer confirms that he wants to receive a credit offer.

› **Partially Automated Customer Service**
   A chatbot can answer FAQ bot or take care of standard dialogues or pre-qualify customer needs.

› **Important Information via Push Notifications**
   Customers get WhatsApp notification as a reminder for appointments, payment requests, loan repayments or in case of irregularities in their account transactions.
WhatsApp was easily integrated in exciting infrastructure through the API. We appreciate the simplicity of the channel.«

Rimborso Quinto

**Better**
response rate

**Higher**
conversion rates

**Positive**
economic effects

**CHALLENGE**

Rimborso Quinto is an Italian credit counseling service. It offers advisory and complete administration of the procedure for obtaining loans based on the customers’ salary.

The question Rimborso Quinto was facing on how to make customer communication even more efficient, for example in terms of fast answers for customers or conversion to new business.

**SOLUTION**

Rimborso Quinto decided to leverage the WhatsApp Business API through the MessengerPeople software solution to introduce WhatsApp as a service channel.

They decided on the following way to implement the service among their customers:

After the first contact on the Facebook page, users receive a WhatsApp notification, automatically from the system where the user is invited to get into a 1:1 chat with an adviser. Users can also enter a WhatsApp Chat through the WhatsApp button on the Facebook page.

The customers accept the service very well. For example, thanks to WhatsApp and the Messenger Communication Platform, Rimborso Quinto has been able to greatly improve its customer communications in terms of response and conversion rates, with important economic results below the line.
Shortage of skilled workers and young talent in the labor market now affects almost all industries. Companies and organizations must not only reach the best applicants, but also recruit them quickly and efficiently. With Messenger communication, recruiters are directly in the phone book of potential employees and can significantly accelerate the recruiting process through direct and fast communication.

Use cases of how recruiters and HR departments can use messaging apps:

› **Job counseling**
A chatbot creates a qualification profile with applicants or the HR team provides individual counseling via chat.

› **Job search / job alert**
Applicants receive information about open positions and job descriptions via WhatsApp on request or via WhatsApp notifications.

› **Application via messaging app**
A chatbot automatically requests all the necessary information for an application and passes it on to the recruiter.

› **Applicant management**
Inquiries about the status of the application, making appointments or missing information are clarified via messaging.

› **Onboarding**
A chatbot answers the most common questions about the company for new employees.
Up to 70% of applicants apply via WhatsApp. The dropout rate in the chatbot is very manageable.

James Groh
Digital Coordinator
Manpower
The chatbot automatically requests and collects all the important parameters for the job posting from the applicant. The recruiting team then uses this information to continue the process.

Queries or further steps, such as an appointment for an interview, are also clarified on WhatsApp.

For us, the advantage of WhatsApp & Co is above all the **low entry hurdle** and the possibility of individual chats with customers.«

Kerstin Marci » Marketing Manager
MESSENGER COMMUNICATION HEROES

Award winning campaigns from MessengerPeople partner agencies
»We recommend MessengerPeople because things are done promptly, with high quality and the system works 100%.«

Albert Rösch
Head of Service Consulting
BMW AG Munich Branch
No matter if marketing, customer service, consulting or notification! Whether manual, partially or even fully automated – with the Messenger Communication Platform you can perfectly manage your customer communication via WhatsApp and Co!
»The **Messenger Communication Platform** offers all features for efficient and professional customer service via WhatsApp & Co.«

David Kurzmann
CEO & Co-Founder
Women’s Best
You want to know how you can leverage WhatsApp & Co. for your business?
Schedule a personal live demo with our messaging experts!
MessengerPeople

KNOW HOW

Webinars, studies, case studies, lectures and much more free for you.

Become a messaging expert!

View now
You have specific questions?
Just get in touch with us!

Chat with us now over WhatsApp!